



As we continue to migrate customers to the interim Availity lifeline solution, we also want to continue to update you on the progress of the Change Healthcare (CHC) restoration efforts. As we communicated last week, CHC has stated they plan to begin testing on the claims processing systems starting March 18th. **However, they have not communicated an ETA for full restoral and continue to “strongly recommend” that customers pursue and utilize alternative solutions, such as the Availity lifeline solution.** We will therefore continue to process activations on the interim solution until such time as CHC communicates full restoral of their systems and the process for reactivation.

We have started to develop our processes for migrating you back to CHC claims processing once full restoral is achieved. It is important to note that customers utilizing the Availity lifeline solution will not all migrate immediately back to CHC. In fact, there will be a series of actions that you will need to take to ensure a proper reactivation on CHC. We are currently developing that checklist of actions and will communicate the process once completed. However, to complete this list of actions and finalize our process, we are awaiting details from CHC on how reactivation will occur. Given the nature of the cyber-attack, there may be certain access elements, such as user credentials, that may need to change. We will continue to monitor communication from CHC to ensure that our processes are accurate and responsive.

We encourage **you to read fully the FAQs.** Our teams continue to monitor the progress of CHC and will update you on the approach to migrate back to CHC claims processing once we have further details from CHC. We appreciate your patience.